## AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

### Listing Of Claims:

Please amend the claims as follows:

1.-39. (Cancelled)

40. (Currently Amended) A computer-readable medium having computer-executable components for execution on a computer for presenting a plurality of help topics for software and hardware components installed on the computer, comprising:

a help content store for storing help contents for the help topics, the help content store having a plurality of separate vendor folders corresponding to different vendors of software and hardware components installed on the computer, each vendor folder containing help contents of respective help topics provided by a corresponding vendor;

a help database containing mapping data for mapping the help topics from the different vendors into a unified taxonomy structure of help categories and help topics, the unified taxonomy structure being common to and inclusive of the help topics provided by the different vendors and a first level of categories and a second level of categories in the unified taxonomy structure being predefined, static, and used by all the different vendors of software and hardware components installed on the computer, the mapping data including data for each help topic for identifying a node position of said each help topic in the unified taxonomy structure and a location of corresponding help content of said each help topic in the help content store;

a help content update module for updating help contents in the content store and the mapping data in the help database based on update packets received from the vendors; and

a help application for providing a user interface for presenting the help topics to a user, the help application being programmed to interactively display the unified taxonomy structure using mapping data in the help database and help contents in the content store, including displaying help categories and help topics in the unified taxonomy structure in response to user selections, retrieving help contents of a user-selected help topic, and displaying the help content of the user-selected help topic.

41. (Previously presented) A computer-readable medium as in claim 40, wherein the computer executable components further include a script library for storing a plurality of script library objects used by the help contents stored in the help content store.

42. (Previously presented) A computer-readable medium as in claim 41, wherein the computer executable components further include an authorization store for storing information for identifying which of the help contents are authorized to access the script library objects.

43. (Previously presented) A computer-readable medium as in claim 42, wherein the help application is further programmed to check the authorization store to determine whether the help content of the user-selected help topic is allowed to access the script library objects.

44. (Previously presented) A computer-readable medium as in claim 40, wherein the mapping data for each help topic include a parent ID identifying a parent node of said each help topic in the unified taxonomy structure, and a URL identifying a location of the help content of said each help topic in the help content store.

45. (Previously presented) A computer-readable medium as in claim 40, wherein the help content update module is programmed to add, move, and remove help topics from the unified taxonomy structure by updating the mapping data in the help database.

46. (Previously presented) A computer-readable medium as in claim 40, wherein the help database contains data specifying a search keyword associated with said each help topic.

47. (Previously presented) A computer-readable medium as in claim 46, wherein the help database contains data specifying an index string associated with said each help topic.

48.    (Previously presented) A computer-readable medium as in claim 47, wherein the user interface provided by the help application includes an interface element presenting an option to view index strings of the help topics.

49.    (Previously presented) A computer-readable medium as in claim 40, wherein the help contents of the help topics are written in a mark-up language.

50.    (Currently Amended) A computer comprising:

a plurality of software and hardware components installed on the computer;

a help content store for storing help contents for help topics for software and hardware components installed on the computer, the help content store having a plurality of separate vendor folders corresponding to different vendors of the software and hardware components installed on the computer, each vendor folder containing help contents of respective help topics provided by a corresponding vendor;

a help database containing mapping data for mapping the help topics from the different vendors into a unified taxonomy structure of help categories and help topics, the unified taxonomy structure being common to and inclusive of the help topics provided by the different vendors and a first level of categories in the unified taxonomy structure being predefined static, and used by all the different vendors of software and hardware components installed on the computer, the mapping data including data for each help topic for identifying a node position of said each help topic in the unified taxonomy structure and a location of corresponding help content of said each help topic in the help content store, the mapping data stored in a mapping data file including an

action field configurable to include data to indicate whether the contents or mapping of the topics are to be one of the following: added, removed, and updated;

a help content update module for updating help contents in the content store and the mapping data in the help database based on update packets received from the vendors; and

a help application for providing a user interface for presenting the help topics to a user, the help application being programmed to interactively display the unified taxonomy structure using mapping data in the help database and help contents in the content store, including displaying help categories and help topics in the unified taxonomy structure in response to user selections, retrieving help contents of a user-selected help topic, and displaying the help content of the user-selected help topic.

51.     (Previously presented) A computer as in claim 50, further include a script library for storing a plurality of script library objects used in the help contents of the help topics stored in the help content store.

52.     (Previously presented) A computer as in claim 51, wherein the computer executable components further include an authorization store for storing information identifying which of the help contents are authorized to access the script library objects.

53.    (Previously presented) A computer as in claim 52, wherein the help application is further programmed to check the authorization store to determine whether the help content of the user-selected help topic is allowed to access the script library objects.

54.    (Previously presented) A computer as in claim 50, wherein the mapping data for each help topic includes a parent ID identifying a parent node of said each help topic in the unified taxonomy structure and a URL identifying a location of the help content of said each help topic in the help content store.

55.    (Previously presented) A computer as in claim 50, wherein the help content update module is programmed to add, move, and remove help topics from the unified taxonomy structure by updating the mapping data in the help database.

56.    (Previously presented) A computer as in claim 50, wherein the help database contains data specifying a search keyword associated with said each help topic.

57.    (Previously presented) A computer as in claim 56, wherein the help database contains data specifying an index string associated with said each help topic.

58.    (Previously presented) A computer as in claim 57, wherein the user interface provided by the help application includes an interface element presenting an option to view index strings of the help topics.

59.    (Previously presented) A computer as in claim 58, wherein the help contents of the help topics are written in a mark-up language.